

	THREATS/THREATENING PHONE CALLS	Operations Order 7.31.00
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1. **ARIZONA REVISED STATUTES (ARS)**

- A. Officers should refer to the proper ARS code to determine the appropriate charge.
- B. Refer to the following chart for codes relating to threats, harassment, and stalking:

(1) ARS 13-1202	Threatening or Intimidating
(2) ARS 13-2916	Use of an Electronic Communication to Terrify, Intimidate, Threaten, or Harass
(3) ARS 13-2921	Harassment
(4) ARS 13-2923	Stalking

2. **ANNOYING TELEPHONE CALLS**

A. Nuisance or Harassing Phone Calls on Home Phones

- (1) Victims will be advised of the automated Call Trace feature for home phones only.
- (a) When a person receives a nuisance or harassing phone call they think should be traced, the person should:
- Hang up on the caller
 - Immediately lift the receiver, listen for the dial tone, and then press ***57** (1157 on rotary telephones)
 - Follow the recorded instructions
 - At the conclusion of the trace, a voice recording will tell the caller whether or not the trace was successful
- * A charge will apply for each successful trace (advise the victim to contact their phone service provider for more information).
- * If the trace is unsuccessful, no charge will apply.
- (b) Normally three successful traces are necessary before any action can be taken.
- (c) Once a number has been traced three (3) times, if the victim desires further action, they must contact their phone service provider.
- NOTE:** An investigation/report by the police is **NOT** required for a phone service provider to begin their investigation process.
- (d) The phone service provider will only release information about the traced call to a law enforcement agency.
- If the victim desires prosecution, the victim will be advised by the phone service provider to file a police report.
- * Once the suspect's name is included in a police report, the information becomes public record and the victim can request and pay for a copy of the report as a public records request.
- (2) Officers will not advise victims to use ***69** (*69 does not trace the caller and offers no evidence for prosecution).
- (3) Victims can block any future harassing calls by using ***60** followed by the suspect phone number.

B. The automated Call Trace feature is not available for mobile phones.

- Advise victims the TrapCall application (app) is available for mobile phones to unmask blocked and private numbers.

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2. C. Documentation - If the victim desires prosecution concerning these calls, an Incident Report (IR) containing the following information will be completed:

- Pertinent information concerning the victim
- Conversations between the suspect/s and the victim/s
- Names of anyone the victim feels may be responsible
- Frequency of the telephone calls and the approximate duration of each call
- Any audio recordings will be impounded

3. **THREATENING TELEPHONE CALLS**

A. Victims will be advised to:

- (1) Utilize Call Trace (*57) as described above if the threatening phone call was received on their home phone.
- (2) Audio record any further calls involving the suspect or let the call go to voicemail.
- (3) Maintain a log of threatening calls (containing the date, time, and conversation).

B. Possible Danger to Victims

- (1) If an officer becomes aware of possible danger to a victim, the officer should promptly attempt to alert the victim.
 - (a) The officer will explain procedures for obtaining an Order of Protection or an Injunction Against Harassment.
 - (b) The level of further assistance provided should be commensurate with the seriousness and legitimacy of the threat.
- (2) When an officer becomes aware of possible danger to a victim but the victim is in another jurisdiction, the officer should contact the appropriate law enforcement agency and request that reasonable precautions be taken.
- (3) Documentation - If the victim desires prosecution concerning these calls, an IR containing the following information will be completed:
 - Pertinent information concerning the victim
 - Names of anyone the victim feels may be responsible
 - Any audio recordings will be impounded

Last Organizational Review: